

STUDENT SERVICES

STUDENTS FIRST DEPARTMENT

The Students First Department supports the welfare and wellbeing of students. We work closely with the Academic Skills Department to support academic learning. We also have an on-campus clinic during the main University term-times (Monday-Friday) attended by the University GP, and we operate a Food Bank and a short-term interest-free hardship loan scheme (up to £100).

For students on the MBChB undergraduate medical programme the Student Support Team in the Medical School will provide welfare support for medical students and can be contacted by phone on 01280 827534 (internal extension 7534) or by email to med-support@buckingham.ac.uk.

Staff in the Students First Department are: Head of Students First, Deputy Head of Students First, Disability Officer, Student Counsellor, Family Welfare Officer, two Student Mentors and two Student Advisers.

All students who disclose a disability or specific learning difficulty are invited to discuss their needs with the Disability Officer (telephone 01280 820200 or email disability.officer@buckingham.ac.uk). For support with personal concerns, emotional, mental and physical health issues* and general well-being, please contact Students First on 01280 820200 or by email at student.first@buckingham.ac.uk

Students First is **not a medical service – for medical advice/treatment students resident in Buckingham should make an appointment with the University GP and students resident elsewhere should make an appointment with their local GP.*

All students resident in Buckingham must register on arrival with the University GP. Details of dentists, opticians etc. are available in the Welcome Handbook and the Students First Department.

ACCOMMODATION AND DOMESTIC INFORMATION

Accommodation

The Accommodation Office, located in Norton's House (we will soon be moving to 17 Hunter Street), on Hunters Street, arranges the allocation of rooms in University owned accommodation. The office is open on Mondays to Fridays during normal office hours and can be contacted at accommodation@buckingham.ac.uk or on 01280 820351. Any Maintenance problems should be reported to <https://maintenance.buckingham.ac.uk/supportdeskfm/?A=AnonNewCall&QC=QC000025>

All new students will be given accommodation for their first year providing there is accommodation available. Applicants are strongly encouraged to apply for their accommodation as soon as they have

confirmed their place at Buckingham. The accommodation terms and conditions can be found in the accommodation section, on The University of Buckingham's website.

Private rental accommodation is subject to Council Tax. However, students are exempt from this tax provided they fill in the appropriate form (available from the Accommodation Office) and get the Registry department to stamp it.

Catering

A variety of cooked meals and snacks are available from the Refectory in the Tanlaw Mill from Monday to Friday during term-time between 08:30 and 18:00. In vacation time, a limited lunch service only is provided on Mondays to Fridays from 10:00 to 14:30. See the Notice Board in Refectory for Special Theme Days. The Coffee Bar in the Franciscan Building opens between 09:30 and 15:30 on Mondays to Fridays in term-time only.

The Bar is open Monday to Friday from 12:00 till 14:30 and 17:30 till 23:00, Saturdays from 19:30 until 23:00, except when there is an extension for an event, and Sundays from 19:30 till 22:30. Table Food Service is available from 12:00 till 14:30 and 18:00 till 21:00 (weekdays). There are drinks and snacks vending machines in the Refectory in the Tanlaw Mill, Franciscan Coffee Bar, the Chandos Road Building, and the Anthony de Rothschild Building.

Laundry

The Laundry is on Hunter Street opposite Yeomanry House. Washing machines and dryers are also located in Hailsham House and the Franciscan Building. Any problems with the machines should be notified to the Domestic Services Manager, extension 2260.

Mail

Mail for students is kept in the Postroom, Maintenance Building, Station Road, and may be collected between the hours of 09:00 and 16:00 Monday to Friday. Students are required to check their mail twice each week. Students must show their ID Cards when collecting mail.

Personal Belongings

The University provides insurance for students' belongings provided they live on campus.

Lost property should be handed into and reclaimed from the Maintenance Office in the Chandos Road Buildings.

Security/Fire Officer

Students with immediate problems outside normal working hours should contact the Officer on duty on +44 (0)7860-834802, or *7777 on Emergency telephones.

Transport

The University provides a limited minibuss shuttle service for students between the Franciscan Building and Hunter Street precincts with additional journeys to Moreton Road in the morning, evening and lunch time periods. The times of this service are as advertised on the student notice boards and the intranet.